



State of Connecticut
GENERAL ASSEMBLY
STATE CAPITOL
HARTFORD, CONNECTICUT 06106-1591

April 25, 2011

Commissioner William Rubenstein
Connecticut Department of Consumer Protection
165 Capitol Ave., Hartford CT

Re: H.B. 6298, An Act Concerning the Fair Sale of Tickets to Entertainment Events

Dear Commissioner Rubenstein:

We write you to ask for your assistance in researching the issues underlying the above-captioned bill. Our intent is to obtain an objective analysis from your department on how consumers are currently impacted by the manner in which tickets are sold in our state. We feel that this objective input is necessary prior to the legislature acting on the above legislation.

Specifically, we ask that your department research the following issues:

Identify all complaints received by the Department of Consumer Protection that are relevant to the above-captioned bill including, without limitation, complaints pertaining to ticket sales, ticket prices, venue behavior and practices, including any consumer complaints related to gaining or being denied access to facilities, ticket broker behavior and practices, including any consumer complaints related to pricing of tickets, and any complaints made regarding paperless ticket events.

Upon identifying all relevant complaints please provide us with a breakdown of the frequency of the different types of complaints, in an effort to give our committee an idea of what issues are more frequently the source of consumer complaints.

Without compromising the objectivity of your judgment and report, you may take input from advocates and opponents on the above legislation if you feel the same would be helpful. Furthermore, you may wish to seek input from the relevant departments in Connecticut that may have received similar complaints, such as the Attorney General's Office. You may also wish to contact the state government departments in New York that have overseen the impact of their ticket sales legislation. To the extent information from the Better Business Bureau is also legally available to you on these issues in Connecticut, please review this information and include it in your analysis. We encourage you to seek any other data you feel would be helpful to you in your analysis of these issues and helping our Committee identify what the chief consumer complaints are related to ticket sales in our state.

Lastly, we welcome any recommendations you have that would improve the above legislation to make it truly a piece of consumer protection legislation that brings about a fairer ticket sales environment in this state.

Thank you for your assistance with this matter.

Sincerely,

Sen. Paul Doyle, Co-Chair

Rep. Joe Taborsak, Co-Chair

Sen. Kevin Witkos,
Ranking Member

Rep. Rosa Rebimbas
Ranking Member